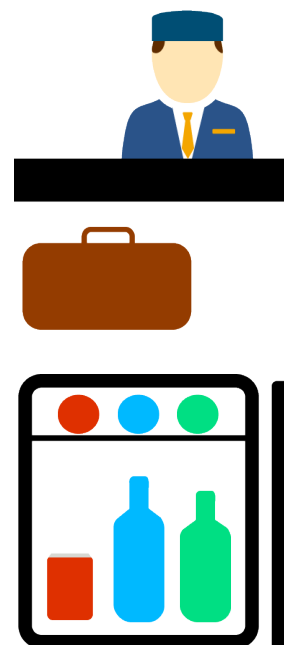


Grandstream UCM IP PBX Enhancements

Anchoring Communications

Implementing a full and customized IP communications network has never been easier than with Grandstream. We enable the construction of a total network solution that allows users to stay productive, collaborative and efficient in their environment regardless of role. Unifying an organization's communications and being able to manage it through one device brings about an unprecedented advantage. The anchor of this network is our feature-rich UCM IP PBX series.

We strive to always be constantly improving and innovating what we have to offer so we can present the greatest and most affordable solutions on the market. We are very excited for two enhancements that the UCM Series of IP PBXs are getting soon that will set them above the competition, here is a helpful guide to understand these new enhancements and prepare you for a more powerful UCM IP PBX.



Whats New - Application Enhancement

The recently released application enhancement brings new functionality and interfacing options to the UCM IP PBX series. This enhancement focused on substantial improvements to our property management system integration with H-Mobile, additional CRM integration with Salesforce and SugarCRM, more Computer Telephony Integration (CTI) related features and enhancements, and further native Web-RTC support. Along with some great quality-of-life improvements that make utilizing the UCM to its fullest easier than ever.

Property Management System

Through API integration, utilize advance property management with the UCM series by using HMobile's property management platform. A rich selection of room management features, room service integration and mini-bar control are some available functionalities.

Computer Telephone Integration

Integrate with CTI's call control software for easy desktop communications solutions. Click-to-dial and call management functionality directly from the user's desktop. Equipped with a quick setup feature for efficient and fast configuration with Grandstream phones.

CRM Compatibility

Empower users with Salesforce or SugarCRM to integrate with the UCM. Seemlesly link your communications and CRM functionalities to provide advanced information exchange functionality. Click to dial, querying, customer management and CDR records control are all supported functions.

Web-RTC Improvements and More

Web-RTC enhancements allow for enabling call support for specific extensions, available for audio calls, videos calls and screen sharing. Added ability to manage calls directly through the web UI and integrate a call link into a website to enable easy access to free calls for customers.



Upcoming - Call Center Architecture

The second UCM enhancement, which will be released in Q2 2017, will be focused around vast improvements with the core architecture of the UCM Series IP PBXs. Powerful enhancements that give more control to the users and organization, making the UCM IP PBX more competitive and feature-rich than ever before. This includes an overhaul and improvements to the user interface of the UCM, new call center enhancement and features, SIP presence support, more call controls and visibility features, further CTI integration improvements and more!



Call Queue Enhancement

Revolutionizing the UCM IP PBX series with call center functionalities, this enhancement comes fully loaded. Large call queue enhancements brings more powers to users with a virtual call queue position, with integrated callback so users can receive a callback once its their turn in the queue, and call queue position

Call Center Statistics Support

A new call center statistics function enables users to monitor, manage, and evaluate their call center. Number of received, answers, missed, abandoned and transferred calls are all available, along with answered and unanswered rates, abandoned rates, average talking and waiting time, and more!



Web Based Call Center Solution

A new web based call center solution provides UCM users with a bird's eye view into their phone system, providing extensive visibility and call control features. Users can control and check extensions in real time.

WebUI Overhaul

An intuitive WebUI consistent with user operating style and new web display is on the way. This display is capable of presenting and updating a network system's status in real time for users to view and manage.

CoInterface Improvements

The CTI interface will be able to update status and push events to the CTI app or web application (through WebSocket) in real-time. The UCM will also support the capability for CTI users to set their statuses to away, lunch, DND, traveling and more. Additionally, calls can automatically be set to forward according to the status the user sets themselves into. Statuses can be set and updated through the CTI App or features codes.